

USER VIEWS

Below are some examples of user views desired by DCR. These views are merely conceptual sketches to assist the contractor to understand the “look and feel” of the user views desired by DCR and should be considered as a “storyboard”. The concept for user operation is that each member of DCR’S staff will have a virtual workstation appropriate for his/her role and work responsibility. This standard virtual workstation will begin by displaying a worklist of cases by Docket Number, Complainant, Respondent, and other case attributes specified by DCR. Figure 3.5.01 shows such an example view.

Figure 3.5.01

Developer/2000 Forms Runtime for Windows 95 / NT - [WINDOW0]

Action Edit Block Field Record Query Window Help

add print

Ralph Menendez
December 13, 2000

Would change view below the line

Like screens we already looked at Inquiry Intake Caseload Name/Address Changes

Caseload

Right click on heading would allow sort ascending or descending User can add or delete columns

| Docket Number | Complainant | Respondent | Docket Date | Incident Date | Incident Days w. In | Last Action |
|---------------|-------------|------------|-------------|---------------|---------------------|-------------|
| | | | | | | |
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Double click on row to Drill Down

Count: *0

Case List View

Note that this view is one of two default user views. The other default view is the workflow engines “to do list”. Also note that standard reports will be accessible from the default views (e.g. via buttons or tabs).

From the initial virtual workstation view, users can drill-down on any case to display further detail, such as case history, involved parties, etc. Figure 3.5.02 shows such an example view.

Figure 3.5.02

Developer/2000 Forms Runtime for Windows 95 / NT - [WINDOW0]

Action Edit Block Field Record Query Window Help

Case Summary
E-53456

| Role | Name | Telephone # |
|--------------|------|--------------|
| Complainant | | 973 345-6789 |
| Respondent | | 973 555-9999 |
| Resp Contact | | 973 555-9926 |
| Resp Atty | | 908 234-5678 |

| | |
|----------------|----------|
| Incident Date: | 12/21/99 |
| V.C. Date: | 01/21/00 |
| Docket Date: | 03/17/00 |
| Assigned Date: | 04/30/00 |

| Date | Action | Count |
|----------|--------------------------------------|-------|
| 01/21/00 | Print Intake Package | 225 |
| 3/12/00 | Intake Package Approved | 186 |
| 3/12/00 | Complaint Docketed | 260 |
| 3/13/00 | Service Package Sent | DH |
| 3/22/00 | Complaint Receipt Acknowledged-Compl | DH |
| 3/23/00 | Complaint Receipt Acknowledged-Resp | DH |
| 3/31/00 | Notice of Appearance entered | DH |
| 4/20/00 | Answer Received | 260 |
| 4/21/00 | Telephone Contact | 260 |
| 4/29/00 | Case Sent | 260 |
| 4/30/00 | Case Received | 227 |
| 5/3/00 | Investigative Interview | 227 |

Count: *0

**Case History View
(A Drill-Down)**

From the Case History View, the user can drill down on any line item to get a detailed Case Action View (see Figure 3.5.03).

One very important view for many users will be the Case Action View. This view identifies the specific attributes of any action taken on a case. The view also allows the user to view any document associated with the action. Figure 3.5.03 shows an example where the DCR investigator had to meet with complainant in order to review respondent's answers. The product resulting from that meeting is a Case Progress Report.

Figure 3.5.03

The screenshot shows a Windows application window titled "Developer/2000 Forms Runtime for Windows 95 / NT - [WINDOW0]". The menu bar includes "Action", "Edit", "Block", "Field", "Record", "Query", "Window", and "Help". The main area is titled "Case Action" and displays the case ID "E-53456". Below this, the "Action" is "Investigative Interview" and the "Date" is "5/30/00". The "Description" is "Interview of an involved party conducted by a member of DCR Staff" and the "By" field is "227". Under the "Attributes:" section, a table lists the following details:

| | |
|-----------------------|-----------------------------|
| Reason for Interview: | Review Answers to Complaint |
| Person Interviewed: | Complainant |
| Place Interviewed: | Newark Regional Office |
| Interview Completed: | Yes |
| Case Document: | Case Progress Report |

Below the table is a button labeled "REVIEW_DOCUMENT". At the bottom of the window, the status bar shows "Count: *0".

Case Action View

From the Case List View (Figure 3.5.01), users can also drill-down to display specific information, such as detailed data on parties. Figure 3.5.04 shows such an example view.

Figure 3.5.04

| Role | Title | First name | MI | Last Name | Suffix |
|------|-------|------------|----|-----------|--------|
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Street Address 1:

Street Address 2:

City, State, Zip:

END

Count: *0

Involved Party Directory View

One very important set of forms used by the Intake Unit deals with entering data during an interview with complainant. As these data are developed, information is entered that leads to the determination of the laws applicable to a complainant's case. Figures 3.5.05 through 3.5.11 show examples of these.

Figure 3.5.05

Microsoft Access - [Intake]

File Edit View Insert Format Records Tools Window Help

Intake Complainant Respondent Verified Complaint Interview D and I Print Menu

Basic Information

Caption
-vs-

Intake Office: [Dropdown]
Intake Inv [Dropdown]

Intake Id: (AutoNumber)

Dates
Inquiry: 2/23/01
Intake: 2/23/01
V.C. Date: [Text Box]

Incident
Earliest [Text Box]
Latest [Text Box]

Record: 8 of 8
Form View

**Intake TAB
(Intake Process)**

Figure 3.5.06

The screenshot displays the Microsoft Access application window titled "Microsoft Access - [Intake]". The menu bar includes File, Edit, View, Insert, Format, Records, Tools, Window, and Help. The toolbar contains various icons for file operations, editing, and navigation. The main window features a tabbed interface with the following tabs: Intake, Complainant, Respondent, Verified Complaint, Interview, D and I, and Print Menu. The "Complainant" tab is currently selected, showing a form with the following sections and fields:

- Complainant**
 - Name**
 - Title: A dropdown menu.
 - First: A text input field.
 - MI: A text input field.
 - Last: A text input field.
 - Address**
 - Street: A text input field.
 - City, State, Zip, Cty: A row of four input fields.
 - Telephone**
 - Home: A text input field.
 - Work: A text input field.
 - Personal Data**
 - S.S. Number: A text input field.
 - Birth Date: A text input field.
 - Gender: A dropdown menu.
 - Race: A dropdown menu.
 - National Origin: A dropdown menu.

The status bar at the bottom indicates "Record: 8 of 8" and "Form View".

**Complainant TAB
(Intake Process)**

Figure 3.5.07

The screenshot displays the Microsoft Access application window titled "Microsoft Access - [Intake]". The interface includes a menu bar (File, Edit, View, Insert, Format, Records, Tools, Window, Help) and a toolbar with various icons. Below the menu bar is a tabbed interface with the following tabs: Intake, Complainant, Respondent, Verified Complaint, Interview, D and I, and Print Menu. The "Respondent" tab is currently selected, showing a form with the following fields and controls:

- Primary Respondent** section:
 - Name: A single-line text input field.
- Address** section:
 - Street: A single-line text input field.
 - City, State, Zip, City: A multi-line text input area with a dropdown menu set to "NJ" and several small input fields for zip and city.
- Telephone** section:
 - Main: A single-line text input field.
 - Fax: A single-line text input field.
- Business type**: A single-line text input field.
- # of employees::**: A single-line text input field with the value "over 15" entered.

At the bottom of the window, the status bar indicates "Record: 8 of 8" and "Form View".

Respondent TAB
(Intake Process)

Figure 3.5.08

The screenshot displays the Microsoft Access application window titled "Microsoft Access - [Intake]". The window features a standard menu bar (File, Edit, View, Insert, Format, Records, Tools, Window, Help) and a toolbar with various icons. Below the menu bar is a tabbed interface with the following tabs: Intake, Complainant, Respondent, Verified Complaint, Interview, D and I, and Print Menu. The "Verified Complaint" tab is currently selected. The main form area contains the following fields and controls:

- Case Category:** A dropdown menu with "Employment" selected.
- Statutes:** A section containing two sub-sections:
 - State:** A checkbox for "Law Against Discrimination".
 - Federal:** Three checkboxes: "Title VII", "Age Discrimination in Employment Act", and "Americans w. Disabilities Act".
- Family Leave Act:** A checkbox located to the right of the State statutes section.

At the bottom of the window, the status bar indicates "Record: 8 of 8" and "Form View".

**Verified Complaint TAB
(Intake Process)**

Figure 3.5.09

The screenshot shows the Microsoft Access application window titled "Microsoft Access - [BASES]". The menu bar includes File, Edit, View, Insert, Format, Records, Tools, Window, and Help. The toolbar contains various icons for file operations, editing, and navigation. The main window displays a form with a tab labeled "Common". The form has two columns: "Basis" and "Description". The "Basis" column contains four dropdown menus with the following values: "Reprisal", "Physical Handicap", "Race", and "Family Leave". The "Description" column contains four text boxes with the following values: an empty box, "Herniated Disc", "Black", and an empty box. The status bar at the bottom indicates "Form View".

| Basis | Description |
|-------------------|----------------|
| Reprisal | |
| Physical Handicap | Herniated Disc |
| Race | Black |
| Family Leave | |

**Complaint Bases Form
(Called from Verified Complaint TAB)
(Intake Process)**

Figure 3.5.10

Microsoft Access - [jurisdictions]

File Edit View Insert Format Records Tools Window Help

Statute Allegation Basis Complaint Text

Issues

| Employment | Public Accommodation | Housing | General | Other |
|--|--|---|--|---|
| Discharge <input checked="" type="checkbox"/> | Denied Service <input type="checkbox"/> | Eviction <input type="checkbox"/> | Sexual Harassment <input type="checkbox"/> | Aiding and Abetting <input type="checkbox"/> |
| Promotion <input checked="" type="checkbox"/> | Denied Membership <input type="checkbox"/> | Refusal to Sell <input type="checkbox"/> | Suspension <input checked="" type="checkbox"/> | Refusal to Contract <input type="checkbox"/> |
| Differential Pay <input type="checkbox"/> | Denied Accommodation <input checked="" type="checkbox"/> | Refusal to Rent <input type="checkbox"/> | Differential Treatme <input type="checkbox"/> | Systemic <input type="checkbox"/> |
| Layoff <input type="checkbox"/> | Denied Application <input type="checkbox"/> | Refusal to Finance <input type="checkbox"/> | Harassment <input type="checkbox"/> | Failure to File MDRR <input type="checkbox"/> |
| Constructive Discharge <input checked="" type="checkbox"/> | Denied Credit <input type="checkbox"/> | Refusal to Show <input type="checkbox"/> | | |
| Demotion <input type="checkbox"/> | | | | |
| Upgrading <input type="checkbox"/> | | | | |
| Denied Training <input type="checkbox"/> | | | | |
| Retaliation <input type="checkbox"/> | | | | |
| Transfer <input type="checkbox"/> | | | | |
| Refusal to Hire <input type="checkbox"/> | | | | |

Form View

Allegation Form
(Called from Verified Complaint TAB)
(Intake Process)

Figure 3.5.11

Microsoft Access - [Intake]

File Edit View Insert Format Records Tools Window Help

Intake Complainant Respondent Verified Complaint Interview D and I Print Menu

12A. Narrative of Incidents and supporting information for the charge:

12B. Who was involved? Provide the name and title of all persons, if known:

12C. Who witnessed the incidents? (names of co-workers, other persons)

Record: 8 of 8

Form View

**Interview TAB
(Intake Process)**

There will be views not directly related to the workflow process, but rather used for data entry and display purposes. An example of this is the MDRR process, which is used for identifying trends in multi-unit housing occupancy. The MDRR process has a few activities and will be primarily a data entry application. MDRR will not follow the workflow model used in investigating discrimination cases, but rather it has a separate workflow.

Figure 3.5.12

Microsoft Access - [tabbed form : Form]

File Edit View Insert Format Records Tools Window Help

Complex Annual Report Owner Agent All Parties Docketing Status Codes inquiries

BLOCK LOT Complex Code

Name Total # of Units

Address

City State Zip County

HUD: Subsidized? No Monitor

Handicap Accessible? No

| | # of Units | Minimum Rent | Maximum Rent | Utilities Included |
|--------------------------|----------------------|----------------------|----------------------|----------------------|
| Studio | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| One Bedroom | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Two Bedroom | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Three Bedroom | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Other Units | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Other Units' Description | <input type="text"/> | | | |

Record: 2784 of 2784

Form View

**Housing Complex TAB
(MDRR Process)**

Figure 3.5.13

Microsoft Access - [tabbed form : Form]

File Edit View Insert Format Records Tools Window Help

Complex Annual Report Owner Agent All Parties Docketing Status Codes inquiries

Complex id:

Year: Survey Status: ☐ Completed

Occupancy

| | Total | Studio | One Bed | Two Bed | Three Bed | Other Units |
|------------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|
| Black | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="text" value="0"/> |
| Spanish | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="text" value="0"/> |
| Asian | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="text" value="0"/> |
| American Indian/ Alaskan Native | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="text" value="0"/> |
| Hawaiian/ Pacific Islander | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="text" value="0"/> |
| White | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="text" value="0"/> |

Turnover

| | Total | Black | Spanish | Asian | American Indian/ Alaskan Native | Hawaiian/ Pacific Islander | White |
|----------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|------------------------------------|--------------------------------|--------------------------------|
| Applied | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="text" value="0"/> |
| Accepted | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="text" value="0"/> |

Survey

Completed Date: Received Date: Entered by:

NOTES:

Record: of 1

Record: of 2784

Form View

Annual Report TAB
(MDRR Process)

Figure 3.5.14

Microsoft Access - [tabbed form : Form]

File Edit View Insert Format Records Tools Window Help

Complex Annual Report Owner Agent All Parties Docketing Status Codes inquiries

Complex Code

Primary

Company Name

Name (first last)

Street Address

City, State Zip

Additional

Company Name

Name (first last)

Record: 2784 of 2784

Form View

Owner Information TAB
(MDRR Process)

Figure 3.5.15

The screenshot displays the Microsoft Access application window titled "Microsoft Access - [tabbed form : Form]". The menu bar includes File, Edit, View, Insert, Format, Records, Tools, Window, and Help. The toolbar contains various icons for file operations, editing, and navigation. The "Agent" tab is selected in the tabbed form, with other tabs including Complex, Annual Report, Owner, All Parties, Docketing, Status Codes, and inquiries. The form contains several input fields: a "Complex Code" field at the top right; a "Name (first, last)" field split into two sub-fields; "Company Name", "Street Address", and "City, State, Zip" fields, each split into two sub-fields. The status bar at the bottom indicates "Record: 2784 of 2784" and "Form View". A taskbar at the very bottom shows "Microsoft Word - Document1" open.

**Agent Information TAB
(MDRR Process)**

Figure 3.5.16

Microsoft Access - [tabbed form : Form]

File Edit View Insert Format Records Tools Window Help

Complex Annual Report Owner Agent All Parties Docketing Status Codes inquiries

COMPLEX_CD

Owner

Name (first,last)

Company Name

Street Address

City, State, Zip

Additional Owner

Name (first,last)

Company Name

Agent

Name (first,last)

Company Name

Street Address

City, State, Zip

Filer

Name (first,last)

Filer's Title

Street Address

City, State, Zip

Telephone Number

Record: 2784 of 2784

Form View

**All Parties Information TAB
(MDRR Process)**

Figure 3.5.17

Microsoft Access - [tabbed form : Form]

File Edit View Insert Format Records Tools Window Help

Complex Annual Report Owner Agent All Parties Docketing Status Codes inquiries

Complex Code:

Year

Docket Number:

Docket Date:

Case Status:

Record: 1 of 1

Record: 2784 of 2784

Form View

Case Docketing TAB
(MDRR Process)

Figure 3.5.18

The screenshot shows a Microsoft Access window titled "Microsoft Access - [tabbed form : Form]". The window has a menu bar (File, Edit, View, Insert, Format, Records, Tools, Window, Help) and a toolbar. Below the toolbar is a tabbed interface with tabs labeled: Complex, Annual Report, Owner, Agent, All Parties, Docketing, Status Codes, and inquiries. The "inquiries" tab is currently selected. The main area of the window displays a form with the following fields:

- code: 1003
- description: RESEARCH
- active: ☒

Below the form fields, there is a record navigation bar that reads: "Record: [Navigation Icons] 5 of 26". At the bottom of the window, there is another record navigation bar that reads: "Record: [Navigation Icons] 2784 of 2784". The status bar at the very bottom indicates "Form View".

**Case Status TAB
(MDRR Process)**

Figure 3.5.19

Microsoft Access - [tabbed form : Form]

File Edit View Insert Format Records Tools Window Help

Complex Annual Report Owner Agent All Parties Docketing Status Codes inquiries

Development: [Text Box] Complex Code: [Text Box] 00417000

address: [Text Box] 415 WEST GRAND STREET Block: [Text Box] 13

City: [Text Box] ELIZABETH Lot: [Text Box] 1737

Zip: [Text Box] 07202 County: [Text Box] UNION Year: [Text Box] 2000

Status: [Text Box] NEW

Completed: ☒

by: [Text Box] LP

Owner

Company: [Text Box]

LastName 1: [Text Box]

Last Name 2: [Text Box]

Last Name 3: [Text Box]

Street: [Text Box]

City: [Text Box] State: [Text Box]

Agent

Company: [Text Box] Union Management

Last Name: [Text Box]

Record: [Text Box] 11117 of 11117

Record: [Text Box] 2704 of 2784

Form View

Inquiries TAB
(MDRR Process)